CAMPBELLTOWN CITY COUNCIL

Confidential Item

For Council meeting to be held on

Tuesday 3 December 2024 at 7.00 pm

Refer Item 11.10

Confidential Item

11.10 Tender Report – The ARC Campbelltown Cleaning Services 2024

Contract & Fleet Coordinator, Andrew King and
Manager Leisure Business Services, Andrew Nairn's Report

Purpose of Report

To advise Council of the outcome of a Tender Evaluation for Cleaning Services for The ARC Campbelltown.

Strategic Plan Link

Focus Area 3.1.2 Embrace proactive and innovative maintenance for all assets

Previous Council/Committee Resolution

Nil.

Background

Tenders were called for the provision of Cleaning Services for The ARC Campbelltown.

The contract term is for three Years (commencing 1 January 2025) and subject to satisfactory performance and any other conditions which may prevail at the time the Council considers one optional right of renewal of three years to be exercised at Council's absolute discretion.

Tenders were opened on 17 September 2024 in the presence of Council's Contract and Fleet Coordinator, Administration Officer Finance and Records Officer.

Discussion

Twenty two organisations submitted a conforming Tender for the services:

- Advanced National Services
- Art Cleaning and Maintenance Services
- Australian Green Clean (Commercial)
- Beyond Clean Solutions
- Bright Facility Management Service
- Command51
- Commercial Industrial Domestic Cleaning Services
- Eve Environmental Services
- Higeniq Cleaning Services
- Kaya Facilities Management
- MA Services Group
- Nationwide Cleaning Services
- NJ Property Services
- Om Cleaning Services SA
- Ominta Services Group

- Quayclean Australia
- Servicing SA
- SKG Cleaning
- Southern Cross Cleaning
- Sterling NT
- Sunstar Facility Services
- Vivid Indigenous Cleaning & Property Services.

One Non-Conforming Tender Submission was received with No Return Schedules or pricing (contained Attachments only), this submission was not evaluated.

The tenders were assessed by a Tender Evaluation Panel with respect to their reliability, business capability, quality of service, environment management system, work health and safety and any relevant comparable works undertaken by the companies. Once this assessment was complete, the tendered rates were added in to the table which formed a final ranking for consideration.

The assessment panel selected the final two companies due to the following reasons:

- Understanding of the cleaning requirements
- Experienced Staff
- Quality systems in place
- Project Management Skills
- Competitive rates
- Relevant current experience in an aquatic and recreation centre.

During the evaluation process the shortlisted tenderers were asked several questions regarding service delivery, staffing levels and award interpretation.

Ominta Services Group confirmed that they can have 1 cleaner for 4 hours and there will be no price variation from $292,013.

Quayclean Australia, the incumbent, ranked number 1 even with their cost at $344,000, which was higher than the second ranked tenderer, after responding to questions during the evaluation process, reduced their cost to $301,351.07 for the 1 cleaner during the day.

Quayclean Australia has been undertaking these services for various metropolitan and interstate Councils including The ARC, for a number of years on time and without any significant issues and have proven to be very flexible in meeting the needs and the requirements of The ARC.

Social Implications

The ARC is a much loved and well used facility. It is very important that the facility is consistently cleaned to a high standard for safety and hygiene reasons.

Environmental Implications

Contracted cleaning companies are required to provide Safety Data Sheets for all chemicals used and all chemicals used and practices are required to meet industry and environmental standards.

Asset Management Implications

Cleaning / maintaining Council assets is important to ensure facilities are fit for use by the public.

Governance / Risk Management

Managing tenders in accordance with Council's Procurement Policy is good governance and best practice to minimise reputational risk.

Community Engagement

There are no Community engagement implications in relation to this report.

Regional Implications

There are no regional implications in relation to this report.

Economic Development Implications

There are no economic development implications in relation to this report.

Financial Implications

The costs to supply and deliver the services by Quayclean Australia is $301,351 per year which is higher than the current budget of $271,000. Additional funds ($16,000 for half a year) are required, which will need to be recognised at the next budget review.

Recommendation

That Council authorise:

1. **Staff to engage Quayclean Australia to provide cleaning services at The ARC Campbelltown for three years with an optional right of renewal of three years to be exercised at Council's absolute discretion, for their tender rate at $301,351 per year and**

2. **that an increase of $16,000 in recurrent expenditure be recognised at the Second Budget Review for 2024/2025.**

CAMPBELLTOWN
CITY COUNCIL

Tender Evaluation Report

ARC Campbelltown Cleaning Services 2024

Cost centre 753

Date: 18/11/24

Prepared by: Andrew King

1. Background

The Campbelltown City Council invited tenders from companies for the provision of Cleaning Services for The ARC Campbelltown within Campbelltown City Council.

2. Contract Term

The contract term is for three (3) Years (commencing 1/1/2025) and Subject to satisfactory performance and any other conditions which may prevail at the time the Council may consider one (1) optional right of renewal of three (3) years to be exercised at Council's absolute discretion.

3. Procurement Process

3.1. Open Tender Process

The Tender was released on the SA Tenders & Contract website.
(www.tenders.sa.gov.au).

Tenders Opened: 20/08/24
Tenders Closed: 17/09/24 – 2:00pm

3.2. Document Issued

The document issued is the standard CCC RFT package, (ECM 6850140)

3.3. Tender Enquiries

Several tender enquiries were received during the procurement process and this was replied to all parties that downloaded the documents from Tenders SA website.

3.4. Tender Briefing & Site Visit

A tender site visits occurred on 29/08/24.

4. Receipt of Tender & Evaluation

4.1. Receipt of Tenders

Tender submissions were received from the following companies:

- Advanced National Services
- Art Cleaning and Maintenance Services
- Australian Green Clean (Commercial)
- Beyond Clean Solutions
- Bright Facility Management Service
- Command51
- Commercial Industrial Domestic Cleaning Services
- Eve Environmental Services
- Higeniq Cleaning Services
- Kaya Facilities Management
- MA Services Group
- Nationwide Cleaning Services
- NJ Property Services
- Om Cleaning Services SA

- Ominta Services Group
- Quayclean Australia
- Servicing SA
- SKG Cleaning
- Southern Cross Cleaning
- Sterling NT
- Sunstar Facility Services
- Vivid Indigenous Cleaning & Property Services

No late tenders were received.

One Non-Conforming Tender Submission from Tamrapani Property Management was received with No Return Schedules or pricing (contained Attachments only), and this was not evaluated.

Tenders were opened shortly after the Closing Time by three Council staff that signed and documented the receipt of each tender. (ECM 6862254)

4.2. Evaluation Panel

The evaluation Panel consisted of:

- Andrew Nairn
- Andrian Wiguna
- Megan Hood
- Risk Management Coordinator (Natalie Barrington)- Management (WHS System & Insurances only)
- Manager Finance (Lisa Gergos) - Management (Financial & Economic Stability only)

Each Member of the Evaluation Panel completed the Tender Declaration Form and declared "No Conflict of Interest" and agreed to keep confidential the contents of each tender. (ECM 6870949)

4.3. Evaluation Criteria

The evaluation criteria are as follow:

#	Assessment Criteria	Weighting
1	**Relevant Experience** (Previous work of this type etc.)	20.00%
2	**Track Record** (General reputation for work competence, capacity etc.)	10.00%
3	**Technical Skills** (People, systems, specific abilities etc.)	10.00%
4	**Methodology** (The project process, scope of work, value add, Assumptions / Exclusions etc.)	10.00%
5	**Management** (Organisation, Environmental, Quality System)	5.00%
6	**Time Performance** (Meeting timeframes)	5.00%
7	**Management** (Insurances & WHS System)	7.50%
8	**Management** (Financial & Economic Stability)	7.50%
9	**Local** (Products, Goods/Works/Services & Contractors)	5.00%
10	**Price**	20.00%
	TOTAL	100.00%

4.4. Evaluation Selection

The evaluation was individually carried out by each evaluation panel member and then averaged out on (17/10/24) and the full evaluation matrix is in (ECM 6863041)

The summary of the evaluation is below:

Contractor	Price	Total Score	Rank
		100.0%	
Advanced National Services	$357,716	319.77	10
Art Cleaning and Maintenance	$251,136	315.61	11
Australian Green Clean	$280,125	323.21	9
Beyond Clean Solutions	$302,544	284.53	17
Bright Facility Management	$265,940	285.98	16
Command51	$208,996	337.12	5
Commercial Industrial Domestic	$247,104	152.70	21
Eve Environmental Services	$288,581	306.40	12
Higeniq Cleaning Services	$254,561	270.37	18
Kaya Facilities Management	$311,461	325.91	7
MA Services Group	$352,700	296.34	15
Nationwide Cleaning Services	$317,315	351.57	3
NJ Property Services	$306,417	296.65	14
Om Cleaning Services SA	$662,636	68.56	22
Ominta Services Group	$292,013	351.99	2
Quayclean Australia	$344,146	394.85	1
Servicing SA	$291,954	301.17	13
SKG Cleaning	$189,225	325.81	8
Southern Cross Cleaning	$235,829	342.90	4
Sterling NT	$584,077	196.46	20
Sunstar Facility Services	$393,988	267.59	19
Vivid Indigenous Cleaning	$294,591	332.85	6

Note: Highest score is best

The summary of cost estimation is provided in the appendix.

The General Manager General Manager Community Connections attended the tender evaluation review meeting.

4.5. Reference Checks

No reference check were undertaken as Council has used this supplier / contractor before and were satisfied with their performance.

5. Discussion

That all of the 22 submissions for the Tender were detailed and it was a competitive process and, however the below Quayclean Australia stood out from the rest on a number of fronts due to their:

- Understanding of the project
- Well experienced staff
- Quality systems in place
- Project Management Skills
- Competitive rates
- Relevant experience

The preferred tenderer has been undertaking these services for various metropolitan and interstate Councils and for a number of years on time and without any significant issues and have proven to be very flexible in meeting the needs and the requirements of the project.

During the evaluation process the top tenderers were asked several questions regarding service delivery and staffing levels and during this process, it was decided to rescope a section of the works to reduce the day cleaning staff numbers from 1 – 2 and reprice their costs.

Ominta Services Group confirmed that they can have 1 cleaner for 4 hours and there will be no price variation from $292,013.

Quayclean Australia, the incumbent ranked number 1 even with their cost at $344k, which was higher than number 2. After responding to questions during the evaluation process, their cost reduced to $301,351.07 for the 1 day cleaner and they are still the preferred supplier at number 1.

Financial Implication

The quote to supply and deliver the services by Quayclean Australia is $301,351 and currently there is $271k in the budget for 2024/25, therefore additional funds will be required and need to be recognised at the next budget review.

6. Terms of Payment

The contractor has requested payment of contract sum as highlighted below.

Option 1 (Generally for longer term contracts)

[X]

1. Where the Contract Sum is a lump sum the Contractor may at monthly intervals (or as otherwise specified in this agreement) submit a written claim for:
   - 1.1 The portion of the Contract Sum referable to the work then completed; and
   - 1.2 The portion of the total of any Variation sum existing at that time that directly corresponds with the percentage level to which that Variation existing at that time is complete.
2. The Council must pay the assessed amount (including payment for GST) but less any retention sum (if required) within 30 days of the end of the month in which the assessment is issued.

7. Financial Sustainability

The Finance department tender evaluation is part of the final combined assessment.

8. Recommendation

That Quayclean Australia be engaged to provide the services.

However, as the value is over $1m over the contract term (taking the optional extension onto account), it is recommended that Council approve the engagement of the preferred contractor.

9. Approval

Endorsed by:

Signed: [redacted] Date: 21/11/24.

General Manager Community Connections

Endorsed by:

Sign[redacted] Date: 21/11/24

Chief Executive Officer